

Completing the Customer Satisfaction Survey (CSS)

The Customer's Guide to DPS

DEFENSE PERSONAL PROPERTY PROGRAM

Completing the CSS

The Customer Satisfaction Survey (CSS), is not only your way to rate the service you received during your personal property move, but it will also determine the future DOD business the Transportation Service Provider responsible for the packing, pick-up, transportation, and delivery of your household goods receives.



The CSS will provide you the opportunity to rate the origin transportation office, destination transportation office, Transportation Service Provider, and even the quality of life provided by using DPS.

Your responses and comments make up 50% of the Transportation Service Provider's score towards future government business. If you enjoyed your move experience, DPS and we want to reward the Transportation Service Provider with more moves and customers.

If your moving experience was less than pleasant, we want to prevent this from happening to again by using your feedback to properly rate the Transportation Service Provider, and if needed, suspend or disqualify them.

Completing the CSS

To complete the Customer Satisfaction Survey (CSS), log into DPS, then click the Shipment Management tab at the top of the page.

DPS - TRAINING - Version 1.3.03.338 - [Server#] - Microsoft Internet Explorer provided by USAF

https://training.dps.mtmc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=UHFDYWGsk0LrCnF6bXUpwIz5FbVrzEoMW8cvWRe+

Defense Personal Property System (DPS) Unclassified//FOUO-Privacy Act Applies Home Site Map Log Out

Home Self Counseling Shipment Management Customer Satisfaction Survey [CSS] Claims Training DPS User Satisfaction

Show: Friday, June 26, 2009 1:32:59 PM Reports Queries: HELP

Welcome John Doe, of Air Force.

The Defense Personal Property System (DPS) is an automated system developed to help simplify the move process. As the DoD Customer, you have 24-hour access to its many features such as online counseling, claims settlement, and shipment tracking. The descriptions below provide quick reference information to some of the features available to you in the DPS system.

Note: Before beginning, you must review additional information provided by your Branch of Service via the Information Link below. In the event your service updates this site after your first use, you will be required to view the information again before proceeding.

United States Air Force Information

What you will need to Get Started

If you have hardcopy orders or a Letter-in-Lieu of orders and want to create a shipment, please click on the **Self Counseling** Tab at the top of the page. Please note that you will need the following information in order to complete the self-counseling application:

1. Your Contact information
2. Pick-up and Delivery information
3. Proof of Dependents (if applicable)
4. Power of Attorney (if person completing application is not the member)

Process to Complete your Shipments from Start to Finish

Step 1: Self Counseling

Step 2: Shipment Management

Step 3: Customer Satisfaction Surveys (CSS)

Step 4: Claims

To Begin Self Counseling Click Here

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Return to your Shipment Status List. You will need to come to this screen first, to determine if your shipment is in a 'Delivered Complete' status in the Current Status column.

If your shipment has any other status, you will not be able to complete the CSS.

> Click: **[+] Main**
> Then click: **[+] Manage Shipments**
> Finally click: *Shipment(s) and Status*

Current Status	View/Edit Shipment Info	Excess Cost	Enter Delivery Request	Request Rework	Temporary Storage (SIT)	Request Extension	Acknowledge SIT Conversion	Temporary Storage Days Remaining	SIT Type	SIT Control Number	SIT Facility Contractor
In Storage-In-Transit (SIT) at Destination	View Shipment Info		request delivery	request reweigh	request temporary storage extension			84	D	112440006	A & A MOVING STORAGE, INC.
Delivered Complete	View Shipment Info										

If your shipment is 'Delivered Complete', and you're ready to complete the CSS, click the Customer Satisfaction Survey (CSS) tab at the top of the page.

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If you have more than one shipment, you will need to select the correct shipment. The selected shipment will be highlighted in blue with a blue arrow on the left side of the row (see below example). After selecting the correct shipment click the Survey button.

The screenshot shows the Defense Personal Property System (DPS) interface. The browser title is "DPS - TRAINING - Version 1.3.03.338 - (Server#) - Microsoft Internet Explorer provided by USAF". The URL is "https://training.dps.mtmc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=18_sn=-SlgmzybF-1Lij5NI42fG77JhgOmRcb57XbumCJtbs_". The page header includes "Defense Personal Property System (DPS)" and "Unclassified//FOUO-Privacy Act Applies". The navigation menu includes "Home", "Self Counseling", "Shipment Management", "Customer Satisfaction Survey [CSS]", "Claims", "Training", and "DPS User Satisfaction". The "Customer Satisfaction Survey [CSS]" menu item is selected. The page shows "Show: DPS Surveys" and "Friday, July 10, 2009 12:45:37 PM". The "My Shipments" section has a "SURVEY" button highlighted with a red circle. Below the button is a table with the following data:

GBL	Pickup Date	Delivery Date	Pickup Address	Destination Address	Complete Shipment Status	Status	Type of Shipment	Survey Status	Survey Id
>	AGFM0000184	06/25/2009	07/10/2009	CHELMSFORD, MA 01824 UNITED STATES	O FALLON, IL 62269 UNITED STATES	Delivered	Delivered	dHHG	Not Started

Completing the CSS

The shipment confirmation screen is to verify you have the correct shipment. If not click the Customer Satisfaction Survey tab at the top of the page and reselect your shipment.

Otherwise, from the drop down box on the lower left side (1), select "My Completed Shipment" then click the "OK" button on the lower right (2).

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https://training.dps.mtmc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=-S1gmzybf-1Lj5NI42FG77JhgOmRcb57XbumCJbs_...

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Defense Personal Property System (DPS)
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Home | Site Map | Log Out

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | Claims | Training | DPS User Satisfaction

Show: DPS Shipment Confirmation View | Friday, July 10, 2009 12:46:11 PM | Reports | Queries: | HELP

Personal Property Shipment Survey
Confirm Shipment Information

Last Name: Doe
Email Address: john.doe@hanscom.af.mil
Carrier Name: AALCOTRANS, Inc.
*GBL: AGFM0000184
Origin Pickup Point: CHELMSFORD MA UNITED STATES
Destination Delivery Point: O FALLON IL UNITED STATES
Pickup Date: 6/25/2009 12:00:00 AM
Delivery Date: 7/10/2009 12:00:00 AM
Type of Shipment: dHHG

Please choose the selection that most accurately describes this shipment information:

This is

My Completed Shipment
My Uncompleted Shipment
Not My Shipment

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Done | Internet | 100%

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The Survey consist of 12 questions which you will answer from a drop down list provided. Each selection has a point value for the service provided, or how you felt the overall move experience went.

The questions are broken into sections for each portion of your move (origin PPSO, Transportation Service Provider, destination PPSO, and Quality of life).

Select the answer from the drop down that best describes your move experience.

Upon completion, click the **Calculate Scores** button on the lower right of the page.

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https://training.dps.mtmcc.gov/finechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_srn=SgnzybF-1Uj5N42fG773hgOmRcb577bumC3bs...

Defense Personal Property System (DPS)

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | Claims | Training | DPS User Satisfaction

Show: Survey | Friday, July 10, 2009 12:47:32 PM

Customer Satisfaction Survey

Survey Id: 1-GXNMM | Date: 7/10/2009 12:46:25 PM | GBL #: AGFM0000184

Transportation Service Provider: AALCOTRANS, Inc. | SCAC: AAEK | Customer Name: John Doe

Section I : The Origin Personal Property Office (i.e., PPSO or PPSO)

- *1: Evaluate the service provided by the Gove (e.g., initial contact, ease in contact, appointm
- *2: Evaluate how well the personal property sh
- *3: Evaluate how well the personal property sh
- *4: Evaluate how well the personal property sh
- *5: Evaluate services provided at origin such e
- *6: Evaluate how satisfied you were with the ti
- *7: Evaluate services provided at destination s

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https://training.dps.mtmcc.gov/finechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_srn=SgnzybF-1Uj5N42fG773hgOmRcb577bumC3bs...

Defense Personal Property System (DPS)

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | Claims | Training | DPS User Satisfaction

Show: Survey | Friday, July 10, 2009 12:50:06 PM

Customer Satisfaction Survey

Survey Id: 1-GXNMM | Date: 7/10/2009 12:46:25 PM | GBL #: AGFM0000184

Transportation Service Provider: AALCOTRANS, Inc. | SCAC: AAEK | Customer Name: John Doe

Section III : The Destination Personal Property Office (i.e., PPSO or PPSO)

Section IV : Quality of Life

*9: Evaluate your overall satisfaction with the moving company's timeliness, courtesy, professionalism, and responsiveness in all phases of your move from first co

*10: Evaluate how satisfied you were with the destination Personal Property Office that may have assisted you in arranging the delivery of your household goods (e

*11: Did your command allow you enough time at origin and destination to schedule and coordinate your move?

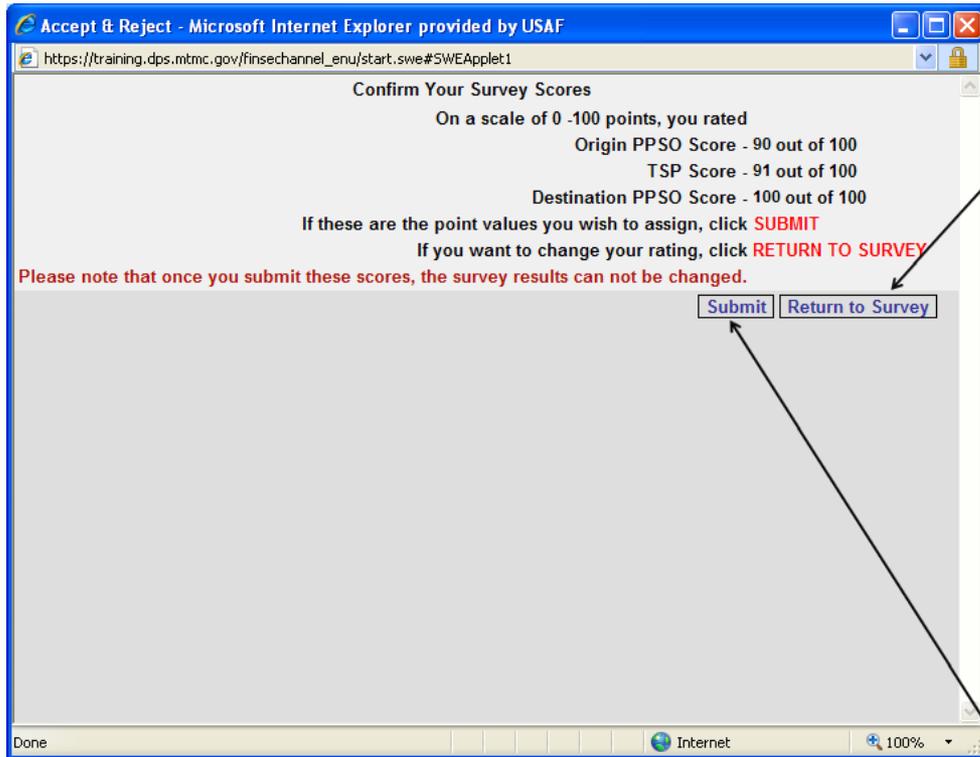
*12: Do you plan to file a claim for loss or damage?

Do you authorize the Transportation Service Provider, i.e., the mover, to contact you regarding your survey ?

Do you authorize the Personal Property Office to contact you regarding the survey?

Calculate Scores | Cancel

Completing the CSS



After completing the CSS, DPS will request a confirmation before submitting your scores. On this confirmation screen you will be able to see how you've scored each section for your shipment.

If you feel this is incorrect, click the **Return to Survey** button to change any of your answers.

If you are satisfied with the final scores, then click the **Submit** button.

Completing the CSS

Congratulations! You've completed your CSS and DPS move. From this "Thank You" screen you'll have the option to provide additional feed back (free text for your comments). If you wish to provide Feedback, scroll down to the "Feedback" section and complete as appropriate. If you do not wish to provide Feedback, click "Return to Home Page".

